

Hi,

I'd like to complain about Verizon and their use of Opticom/Zero plus dialing in place of their calling card service. I have a calling card account with Verizon in Philadelphia; on Feb 7th 2003 I made a call to their number (1-800-ALL-CALL) and instead of the usual "Welcome to Verizon" message, I was put through to the Opticom/Zero Plus service. I simply assumed that this provider was a subcontractor to Verizon, so continued to use the service in exactly the same way that I use the Verizon service (same account number, same PIN). I received my bill this week to discover that the call cost me \$6.00 (plus 60 cents tax). For a one minute local call that would have cost 50 cents from the phone, or about that much with my Verizon calling card. At no point was it made clear to me that this service would have a different cost from the Verizon calling card number that I dialed. I called Zero Plus today and was told that I my calling card call was diverted to them probably due to overload on Verizon's system. That is OK. What is not OK is that at no point was I informed of the difference in price.

Anyway, I just felt that I should complain somewhere; it seems to me that in these cases, where a calling card call is re-directed to another provider, then the pricing structure difference should be made absolutely clear. People should not have to pay \$6.60 for what would have been a \$50cents telephone call.

Thanks,

John Southall